

# Skype Connect™

## Quick Start Guide



This guide outlines the main steps to set up Skype Connect, which is set up via Skype Manager™. For more information on how to use Skype Manager, please refer to the [Skype Manager User Guide](#). For more information on how to use Skype Connect, please refer to the [Skype Connect User Guide](#).

Further support resources can be found at [support.skype.com](http://support.skype.com)

### Before you get started you will need



Icon Key:



Information



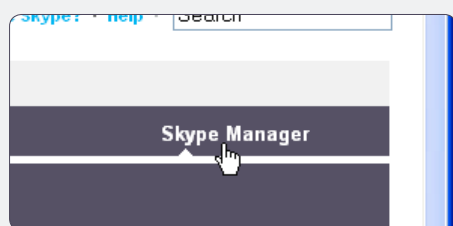
Action



Note

## 1 Register for Skype Manager

- 1.1 Visit [skype.com/business](http://skype.com/business) and click **Skype Manager**.



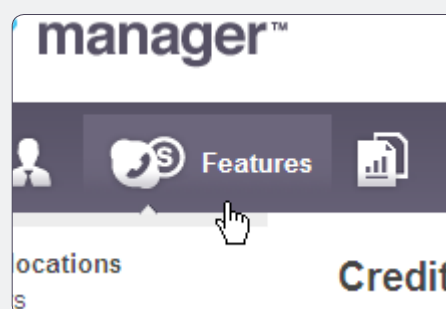
- 1.2 Complete the on-screen instructions to register for Skype Manager. You can either use your existing personal account or create a new one specifically for your Skype Manager.

Please bear in mind that the account you use to register will be used to administer products and credit throughout your business. We therefore recommend that you create a new Skype account using your business name.

## 2 Create a SIP Profile and buy a Channel Subscription

- You need to be signed into Skype Manager to access the Skype Connect settings.

- Click **Features** in the toolbar.



- 2.1 In the **Features** menu on the left, click **Skype Connect**.
- 2.2 Click **Create a new profile**.
- 2.3 Give your SIP Profile a friendly name so it's easier to remember and click on **Next**. Your Profile's registration details, including its username and password are

displayed. Make a note of these details so that you can set up and configure your PBX.

Authentication details

Please choose the method of authentication needed for your PBX.

**Registration** (Username/password) or, IP Authentication

|                       |                                                       |
|-----------------------|-------------------------------------------------------|
| SIP User              | 9905000016295                                         |
| Password              | NKPTWsv7LJ348 <a href="#">Generate a new password</a> |
| Skype Connect address | sip.skype.com                                         |
| UDP Port              | 5060                                                  |

➔ **2.4** Click **Profile settings**.

➔ **2.5** Click **Buy a channel subscription to activate this profile**.

➔ **2.6** Enter the number of channels you require and click **Buy now**.

💬 Channel subscriptions are the amount of concurrent calls you would like to use with your SIP Profile. These channels are charged on a monthly basis.

❗ If you don't want to make outbound calls with Skype Connect, please proceed to step 6.

## 3 Allocate Skype Credit to the SIP Profile

➔ **3.1** Click **View profile** next to the name of the SIP Profile to which you want to allocate credit.

➔ **3.2** Click **Set up outgoing calls**.

➔ **3.3** Enter the amount of Skype Credit you want to allocate to the SIP Profile and click **Add credit**.

Profile settings

Profile name: Profile 5

Calling channels: [Buy a channel subscription to activate this profile](#)

Outgoing calls: [Set up outgoing calls](#)

[Add credit](#) [Auto-Recharge settings](#)

€ 10.00 [Add credit](#)

Caller ID: [Set up Caller ID](#)

Incoming calls: [Add a number or business account](#)

➔ **3.4** If you want to enable auto-

recharging, click on the **Auto-Recharge settings** tab, enter the recharge amount and the minimum balance required before recharging, then click **Save changes**.

## 4 Configure your Skype Connect certified PBX for outbound calls

➔ Enter your SIP Profile's credentials and configure your Skype Connect certified PBX. For more information on how to do this, please see your PBX's support documentation.



## 5 Make a test outbound call

➔ Call **+1760 660 4690** to test audio quality and connectivity. It's Skype's echo test online number. Calls to this number are free and you don't need to have Skype Credit on your SIP Profile to call this number.

❗ If you want to receive inbound calls with Skype Connect, proceed to step 6. If not, you have now successfully set up your Skype Connect Profile to make outbound calls.

## 6 Configure your Skype Connect certified PBX for inbound calling

➔ For more information on setting up Skype Connect, please see your PBX manufacturer's support documentation.



## 7 Set up a business account to test inbound calls from people with Skype

➔ **7.1** Create a new business account in Skype Manager. For more

information on creating a new business account, please see the [Skype Manager User Guide](#).

- 7.2 Click **View profile** next to the name of the SIP Profile to which you want to add the business account.
- 7.3 Click **Add a number or business account**.
- 7.4 In the **Add business account** tab, enter the newly created business account's name.

- 7.5 Click **Confirm**.

## 8 Make a test inbound call from Skype

- Call the business account's Skype Name you created in step 7 from Skype.

## 9 Assign an Online Number to receive calls from landlines and mobile phones

- 9.1 Click **View profile** next to the name of the SIP Profile to which you want to assign an Online Number.
- 9.2 Click **Add a number or business account**.
- 9.3 Click **Buy a new number**.

- 9.4 Complete the on-screen instructions to buy the Online Number. For more information on buying a new Online Number, please see the [Skype Manager User Guide](#).

When you confirm your purchase, the Online Number is automatically associated with the SIP Profile.

## 10 Make a test inbound call from a landline or mobile phone

- Call the Online Number associated with the SIP Profile from a landline or mobile phone.



- i** You have now successfully set up Skype Connect for use with your Skype Connect certified PBX.

For more help with setting up and using Skype Connect, please see [support.skype.com](http://support.skype.com).

## 11 Important information about your SIP enabled PBX configuration

- Access to a broadband internet connection is required. Skype is not a replacement for traditional telephone services and cannot be used for emergency calling. Skype Connect is meant to complement existing traditional telephone services used with a corporate SIP-enabled PBX, not as a stand-alone solution. Skype Connect users need to ensure all calls to emergency services are terminated through traditional fixed line telephone services, connected to the local exchange, or through other emergency calling capable telephone services.

Skype Connect needs to authenticate

your requests against the generated SIP user name and password that was created when you set up your SIP Profile in Skype Manager. In your SIP enabled PBX's configuration, ensure you have the following:

- SIP registrations and authentication using your SIP user name and password provided when you set up your SIP Profile.
- If you are making outgoing calls, please ensure your SIP user name is in the **From** field in the SIP message (i.e. 990500000231@sip.skype.com) otherwise Skype will reject your call.
- If you are using username/password authentication to set up your PBX, ensure you've turned on INVITE authentication (if it is a feature). Skype will request authentication, even for a SIP INVITE. IP authentication does not require INVITE authentication.
- If you're making outgoing calls to landline and mobile numbers, ensure they are sent to Skype as full E.164 format for international numbers only (i.e. country code and landline or mobile number), for all calls.
- If you're using Skype Connect to receive calls, we will send the SIP username in the **To** header and Online Number or extension tag (if you have purchased one and attached it to your SIP Profile) in the Request URI (R-URI). Inbound calls will not request authentication as you are a trusted user.

**i** **Warning** It is very common that a SIP enabled PBX with an incorrect configuration may operate successfully within the business's telephone system, yet will suffer problematic start up and usage if the credentials are not correct and the SIP user name is not the **From** header for outgoing calls.

